SC CUSTOMER INFORMATION ADVISORY GROUP
MEETING SUMMARY
November 17, 1999

Meeting Agenda

- **Review meeting agenda & action items (Griffin)**
- **Demonstrate / Discuss Budget Package v1.0 (Black)**
  - An overview of the operation and capabilities of budget module, budget worksheet, worksheet creation, worksheet receipt.
  - Question – Is there a plan for SC-63 to standardize on a system?
    Answer – Attempt to normalize the database & create specific functions for the FMIS model.
  - Question – What if they do not standardize?
    Answer – Business as is. They (SC-63) act as the interpreter.
  - Future proposal is to normalize the FMIS Database and eliminate freeform from it.

- **Touch the Desktop (Green)**
  - An overview of fourteen IM Items which touch the desktop were discussed IMSC Beta IV, Migration of Travel Manager to Windows NT server, IE 4.0 Upgrade to IE 5.0, Y Drive Migration from Novel to Windows NT, Security Banner, Imaged Machines, Fax/Print Server, Migration of ETA from Novell to Windows NT, Enablement of SMS, Enablement of DHCP, Outlook Web Access, Firmware upgrade, Office 2000, and Standard Desktop.
  - Those that are transparent to the user are:
    - Migration of Travel Manager to Windows NT Server, Y Drive Migration from Novel to Windows NT, Fax/Print server, Migration of ETA from Novell to Windows NT, Enablement of SMS, Enablement of DHCP, Firmware upgrades. These changes will ultimately enhance Network performance.
  - Those that are not transparent to the user are:
    - IMSC Beta IV: Affect only the Test group by providing a database application designed to replace many of the legacy systems.
    - IE 4.0 upgrade to IE 5.0: Change the current WEB browser that is essential for participates of the IMSC Beta IV Pilot group. Impact may also result in questions to the SC Support Center regarding functionality of the browser.
    - Security banner: All Office of Science PC users which sign onto the Network have scene this and change is minor to the user and mandatory in compliance of Information Security.
    - Imaged Machines: All PC's in the Office of Science have been or are going to have a Standard image of Software and similar hardware makeup. As user's PC's are replaced the set of software and hardware will change to a certain degree having both an increase in performance and functionality.
    - Outlook Web Access: Allow users to access Outlook via the WEB and will require SC support center involvement in a training and education role.

- Office 2000: All PC's users will be greatly effected by this as it is a major applications software change. This is essential for IMSC and will require great SC customer support intervention by providing training and transition / rollout plans.
- Standard Desktop: All PC users will have a standard configuration of Hardware (i.e., 400Mhz, 128Ram, 17in Monitor etc), users will see an improvement in system performance and may require some SC Customer support in Training and operation.

Meeting Attendees

Name		Organization	Contact Information
Ted	**Griffin – Exec. Sec**	**SC-621**	**3-4602**
Steve	Buswell	SC-7	3-9741 (Conference Call Attendance)
Dean	Oyler	SC-22	3-6394
Cathy	Hanlin	SC-23	3-1965
Marvin	Stodolsky	SC-72	3-4475
Sharon	Betson	SC-73	3-3213
Mike	Gercken	SC-621	3-5253
Robbie	Green	SC-621	3-6578
Gene	Hughes	SC-621	3-5409
Jason	Kruse	SC-621	3-6592
Tom	Lombardo	SC-621	3-1312
Michael	Lynott	SC-621	3-6409
Pat	Rice	SC-621	3-4556
Linda	Vargas	SC-621	3-5313
David	Wigtil	SC-621	3-5730
Dick	Yockman	SC-621	3-3394
Emily	Knouse	SC-622	3-1577

Action Items

- Action:
  The Customer Group will provide comments on the DOE Business Model to Curt Bolton by the first week of December.
- Action:
  DOE Business Model Web Address http://cio.doe.gov/iap/IA%20Projects/DOE-IAP/hiapBusMod.htm

Proposed 11/24/99 Meeting Agenda

- Discuss Workstation Upgrade Plans   (Green / Group)
- Discuss Helpdesk Procedures   (Helpdesk Personnel / Group)